



# Restarting Medicaid Renewals: The End of the Continuous Enrollment Requirement Bi-Weekly Meeting #2

Medicaid Renewal Community Meeting

Department of Health Care Finance

April 12, 2023



# Presentation Overview



- Background on Medicaid Renewals
- What's New This Week
- Key Messages for Beneficiaries and Stakeholders
- Communication and Notices on Medicaid Renewal
- Next Steps
- Q&A



# Medicaid Beneficiaries Will Have to Renew Their Coverage for the First Time in 3+ Years



- In March 2020, CMS temporarily waived the need to renew Medicaid coverage and states received a 6.2% financial boost to accommodate the increased enrollment.
- Medicaid enrollment has increased 20% since the start of the public health emergency – just over 300,000 District residents are now enrolled in Medicaid.
- At the end of 2022, Congress passed legislation ending the continuous eligibility requirement on March 31, 2023.
- The District restarted Medicaid eligibility **renewals beginning April 1, 2023**. (Alliance and Immigrant Children’s Program renewals started in July 2022).



# Medicaid Renewal Is Not the Only Thing That Changed on April 1<sup>st</sup> – New Managed Care Contracts Also Started



- New Medicaid / Alliance managed care contracts started on April 1<sup>st</sup>
  - One new managed care plan - Amerigroup DC - joins AmeriHealth Caritas and MedStar Family Choice
  - Beneficiaries enrolled in CareFirst Community Health Plan transitioned to Amerigroup DC
- Beneficiaries received postcard and letters between February and March
- Questions about managed care plan enrollment: [dchealthyfamilies.com](http://dchealthyfamilies.com) or call 202-639-4030
- Enrolling into a managed care plan is not renewing Medicaid eligibility





# States Are Required To Conduct A Renewal Of Every Beneficiary Enrolled In Medicaid Before Taking Adverse Action On Medicaid Eligibility



- MAGI Medicaid Beneficiaries (most adults under 65, pregnant women and children under 21, parents/caretaker relatives)
  - Passive renewal – Happens at the end of the month prior to mailing of renewal packets. If passively renewed, beneficiaries receive a notice their coverage is renewed and there is nothing to do
  - First notice is sent at the end of the month 60 days prior to certification end date
  - If renewal not received or there are outstanding verifications a second notice of pending termination is sent 30 days prior to certification end date
- Non-MAGI Medicaid Beneficiaries (Age 65+, blind, or person with a disability, SSI recipients, waiver participants)
  - First notice is sent at the end of the month 90 days prior to certification end date
  - If renewal not received or there are outstanding verifications a second notice of pending termination is sent 30 days prior to certification end date
- District Direct sample notices are available on the [DHCF Website](#)
- Medicaid renewal packages will have distinctive markings



# UPDATE SINCE LAST MEETING: DHCF Sent Out Notices for April 1 Covering 11,763 Cases



- For beneficiaries who are due to renew, notices are mailed at the case level. A case consists of household members whose Medicaid eligibility is determined together. As a result, a notice can cover more than one beneficiary.
- The first set of notices went out at the end of March with the first disenrollments taking place on May 31 (MAGI) and June 30 (non-MAGI).
  - Notices covered 11,763 cases, including 9,553 MAGI and 2,210 non-MAGI
  - Of the total cases, 6,233 were passively renewed
  - This actual number of cases differs from the estimated number in part because they were run at different times; estimates are still shown here to provide a sense of expected volume in the future
- By the end of the unwinding process, roughly 112,000 of 145,000 MAGI cases (77%) are expected to passively renew.
- While many Non-Magi beneficiaries cannot passively renew for their initial recertifications, there are exceptions:
  - For example, some beneficiaries in SSI eligibility codes will renew without action required by the beneficiary
  - DHCF is also implementing strategies to make renewals passive for additional Non-MAGI beneficiaries (e.g., those who receive SNAP)

**Estimated Medicaid Cases Initiated for Renewal, by Month Initiated and Month Due**

Unwinding month number	Initiation month (notices mailed by 1st of month)	MAGI renewal month due	Non-MAGI renewal month due	Cases				
				Total	MAGI		Non-MAGI*	
					Total	Passive		Non-passive
1	2023-04	2023-05	2023-06	12,102	9,347	7,032	2,315	2,755
2	2023-05	2023-06	2023-07	14,263	11,383	10,465	918	2,880
3	2023-06	2023-07	2023-08	19,530	16,001	10,451	5,550	3,529
4	2023-07	2023-08	2023-09	17,632	14,179	8,734	5,445	3,453
5	2023-08	2023-09	2023-10	20,467	9,105	7,834	1,271	11,362
6	2023-09	2023-10	2023-11	19,281	12,448	6,721	5,727	6,833
7	2023-10	2023-11	2023-12	15,237	13,280	7,832	5,448	1,957
8	2023-11	2023-12	2024-01	20,614	19,620	17,821	1,799	994
9	2023-12	2024-01	2024-02	13,050	9,956	9,003	953	3,094
10	2024-01	2024-02	2024-03	13,443	10,143	8,921	1,222	3,300
11	2024-02	2024-03	2024-04	13,887	10,783	9,439	1,344	3,104
12	2024-03	2024-04	2024-05	12,266	9,173	7,812	1,361	3,093
<b>Total</b>				<b>191,772</b>	<b>145,419</b>	<b>112,065</b>	<b>33,354</b>	<b>46,353</b>
Average monthly				15,981	12,118	9,339	2,780	3,863

Source: DHCF analysis of DCAS data as of 1/31/2023.

\* Excludes certain Supplemental Security Income (SSI) cases that are “no-touch” and do not go through a regular renewal process. DHCF expects that additional non-MAGI beneficiaries will receive a passive renewal, but figures are not yet final.



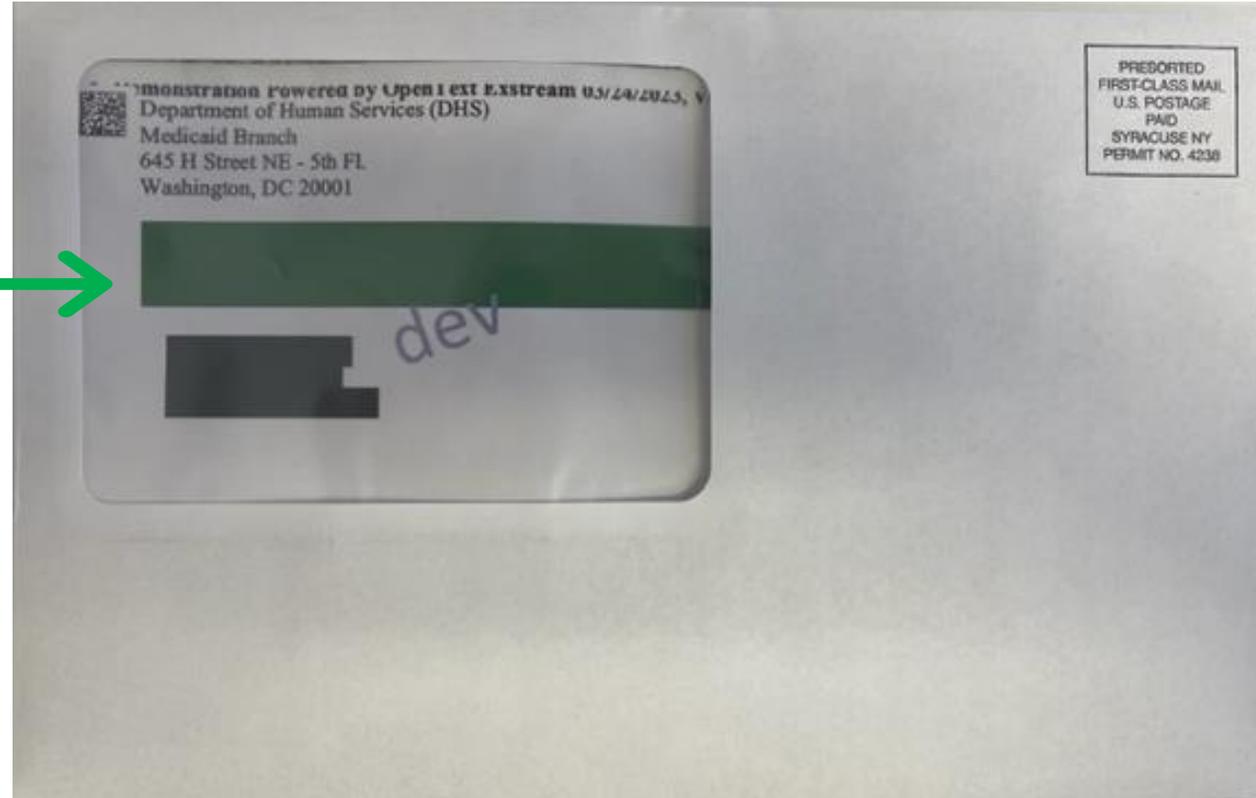
## UPDATE SINCE LAST MEETING: DHCF Publishes Annotated Application To Assist In Completing Renewal Forms



- Annotated Application: The District drafted an ‘annotated’ renewal form to assist beneficiaries and stakeholders with understanding how to apply
  - This supplements the renewal notices already online
- Frequently Asked Questions: The District is drafting Frequently Asked Questions – derived from input received in this meeting and other stakeholder meetings- and will publish them on the website this month
- Training Videos: The District will publish short training videos on District Direct account creation and connection, change of address, and renewing coverage online before the next meeting.
- Training: The District has scheduled its first of monthly trainings on Medicaid Renewal next Thursday, April 20<sup>th</sup> at 3:00 pm.



# Look Out For An Envelope that Looks Like This!



Look for the green line here





# Look Out For These Renewal Documents in the Mail!



GOVERNMENT OF THE DISTRICT OF COLUMBIA




**SAMPLE NOTICE: Non-MAGI Renewal Form**

**Renewal Form for Medical Assistance**

It is time to renew your **Aged, Blind, Disabled (ABD)** medical assistance coverage. You must renew your medical assistance coverage at least once a year. You must complete and return this renewal form and copies of all required documents by **6/30/2023** to keep your medical assistance coverage. As you complete this form, please tell us any changes that have occurred.

If there is a change in your benefits, you will get

GOVERNMENT OF THE DISTRICT OF COLUMBIA




**SAMPLE NOTICE: Long Term Care Renewal Form**

Notice Date: 04/01/2023 Account ID: 999999999

JOHN DOE  
441 4<sup>TH</sup> STREET, NW  
WASHINGTON, DC 20001

**Subject: Important Message About Determining Your Medical Assistance Coverage**

Dear JOHN DOE:

It is time to renew your **long term care** medical assistance coverage. You must renew your medical assistance coverage at least once a year. You must complete and return the attached renewal form and copies of all required documents by **6/30/2023** to keep your long term care medical assistance coverage.

Please return this page in the enclosed envelope

GOVERNMENT OF THE DISTRICT OF COLUMBIA

**Medical Assistance Renewal Form D2**

April 1, 2023

John Doe  
441 4th Street, NW  
Washington, DC 20001

Integrated Case #: 99999

It is time to renew your health coverage. Please respond by **<Date Field>** to avoid gaps in your coverage.

**You can renew your Health Coverage in any one of these**

- **By mail:** Complete this form and mail it in the enclosed envelope to:  
Attention:  
Department of Human Services  
Economic Security Administration  
Outstation/Medicaid Renewal Unit



# Completed Renewal Form Packet: Information Needed



## The completed renewal contains:

- Carefully reviewed answers to all questions on the renewal form.
  - A signature (wet, electronic, or telephonic signature)
  - A submission of current documentation of income and D.C. residency along with renewal form.
- 
- Note: Information on verifying income, verifying residency, and relevant federal poverty level information is included in the Appendix



# Outreach to Beneficiaries Is More Than A Letter in the Mail...



- District Direct: Beneficiaries may log into District Direct to see notices, when their renewals will be up – and take action
- Text Messaging: All beneficiaries will be texted about updating their address and contact information this month; along with when renewal is due
- Robocalls: Beneficiaries will be called this month
- Citywide Advertising and Outreach: Advertisements have started on bus, radio, through key partnerships
- Beware of Scams: In other states, Medicaid programs have noted that some frauds have framed their emails and texts around. **The District will never charge money for Medicaid Renewal or ask beneficiaries to visit a website that is not a .dc.gov account!**



# Dedicated Outreach to Special Populations in the District



- **Senior Beneficiaries**
  - DHCF is partnering with DACL to training their staff and senior service network in early April on the renewal process.
  - Seniors will then be able to access in-person assistance at Senior Wellness Centers and 40+ Community Dining Sites across the District.
  - The Deaf and Hard of Hearing Senior Center and Senior Center for the Blind have also committed to assisting seniors with applications.
- **Beneficiaries Living with Disabilities**
  - DHCF training employees at DDS and their providers to help beneficiaries.
- **Beneficiaries Experiencing Homelessness**
  - DHCF is meeting with outreach staff, shelter case workers, and adult day centers that work with beneficiaries experiencing homelessness to ensure they are prepared to spread the word and assist beneficiaries with completing their renewals.



# Communication on Medicaid Renewal– Outreach to Beneficiaries



- DHCF will send Renewal Packets to beneficiaries who cannot passively renew coverage.
- The District will text the cell numbers of beneficiaries to ask beneficiaries to update their address and/or complete their renewal packet.
- The District will conduct automated phone calls to ask beneficiaries to update their contact information and/or complete their renewal packet.
- The District will send emails to beneficiaries with the appropriate information to let them know about Medicaid Renewal and the need to
- DHCF is training groups such as this one on how to update contact information and renew Medicaid



# Communication on Medicaid Renewal–External Outreach



- The District wants to join meetings of key stakeholders to explain Medicaid Renewal
  - DHCF staff would attend meetings hosted by your stakeholder group -or that you know about –*send invites to us via email at [Medicaid.restart@dc.gov](mailto:Medicaid.restart@dc.gov).*
- The District is providing at least monthly Stakeholder Trainings to guide stakeholders through the District Direct enrollment process, updating addresses, and renewing benefits.
- The District created a website with information on Medicaid Renewal and the End of the Public Health Emergency that will host the Unwinding Plan, Stakeholder Toolkit, meeting info, etc.
- The District is hosting regular Community Stakeholder meetings such as this every other week - continuing every-other-Wednesday at 2:30 p.m.
  - *Please email [Medicaid.restart@dc.gov](mailto:Medicaid.restart@dc.gov) to join the meetings and related mailing list if not on it already*
- The District has hired a contractor to place visuals and audio Advertisements for Medicaid Renewal around the District starting this month and continuing throughout 2023.



# Visual Advertisements – Don't Wait to Update!



**Did you know** all DC residents with Medicaid, Alliance, or the Immigrant Children's Program must start renewing their coverage again?



**Don't miss out** on important information. If you haven't already, take time today to update your address, phone number, and/or email address at [districtdirect.dc.gov](https://districtdirect.dc.gov) so that DHCF knows where to send your Medicaid renewal letter.



Then check your mail for info on how to renew. If you need help, please call us at **202-727-5355**.



GOVERNMENT OF THE DISTRICT OF COLUMBIA  
MURIEL BOWSER, MAYOR

## Don't Wait to Update!

All DC residents with **Medicaid** must renew their coverage this year.

Update your contact info at [districtdirect.dc.gov](https://districtdirect.dc.gov).





# What Can Stakeholders Say to Beneficiaries? *Don't Wait to Update!* *Then Check Mail for Important Information!*



## What Beneficiaries Can Do Right Now

- Don't Wait to Update!: Update your contact information by logging into District Direct. If DHCF does not have the proper contact information, you will not receive notice of the need to renew your coverage through the mail or other means!
- Check Your Mail: DHCF will mail you a letter about your Medicaid, Alliance, or ICP coverage. This letter will also let you know when it's time to complete your renewal.

## What To Do After Receiving Your Renewal Notice

- Complete your renewal by using [districtdirect.dc.gov](http://districtdirect.dc.gov) or fill out the form and mail/fax/drop at Service Center immediately to help avoid a gap in your coverage.



# Beneficiaries Can Use a Variety of Mediums to Renew Coverage



Medicaid beneficiaries may submit their completed renewals:

- Online:** District Direct allows beneficiaries to complete their renewal, report changes, submit verifications, and view notices online or through the mobile app. Beneficiaries may visit <https://districtdirect.dc.gov/> or download the mobile app through the Apple App Store or Google Play. **Please encourage beneficiaries to complete their renewal online!**
  
- By Phone:** Call Center (202) 727-5355; Language & Translation Line 1-855-532-5465
  
- Mail**
  - Department of Human Services | Economic Security Administration
  
  - Case Record Management Unit
  
  - P.O. Box 91560 Washington, DC 20090
  
- Drop-off at a Service Center**
  
- Fax to (202) 671-4400**



# District Direct is available online in English, Spanish, and Amharic!



[Home](#)

[Create Account](#)

[Log in](#)

English

Español

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## Welcome to District of Columbia Benefits Portal

Apply for TANF/Cash Assistance and Medical Benefits or learn more about all our offered benefits

[Apply Now](#)

[Learn More About Benefits](#)





# Next Steps for Medicaid Renewal



- DHCF will release a Medicaid Renewal dashboard this month
- DHCF will put training videos onto its website this week
- DHCF will host trainings on District Direct and how to complete the Medicaid renewal form at least monthly –the first is next Thursday, April 20<sup>th</sup> at 3:00 pm.
  - *If you'd like to request a training let us know.*
  - *Training videos will also be available.*
- Community Meetings on Medicaid Renewal will continue every 2 weeks. Next meeting is April 26, 2:30 pm – see you there!
  - Request is in for ASL translation services at subsequent meetings
- Please contact [Medicaid.renewal@dc.gov](mailto:Medicaid.renewal@dc.gov) for more information or to get connected to the meetings



# Questions and Comments



Learn more about DC Medicaid Renewals:

<https://dhcf.dc.gov/medicaid-renewal>

Medicaid Renewal

[Medicaid.Renewal@dc.gov](mailto:Medicaid.Renewal@dc.gov)



## Appendix A



# Many Types of Documents are Acceptable Verifications of Income

*The following types of documents can be used to verify income:*

1. Recent pay stubs (four weekly, two bi-weekly, or one monthly);
2. Completed employer verification form;
3. Statement showing retirement income, disability income, workers compensation income or pension statement;
4. Bank/Checking account statement;
5. Paper, electronic, or telephonic documentation;
6. A written statement which explains the discrepancy if other documentation is not available.



# Appendix B: Acceptable Verifications (Residency)



The following types of documents can be used to verify residency:

- An active lease agreement, certified deed, or mortgage statement with a District and their name;
- Phone or Utility bill within the past 2 months;
- D.C. Voter Registration Card;
- Non-expired D.C. motor vehicle registration or D.C. DMV identification card;
- Cancelled check or receipt of mortgage or rental payments within the past 2 months;
- Utility bills and payment receipts with a D.C. address within the past 2 months;
- Non-expired automobile insurance statement with a D.C. residency address;
- D.C. One Card; or
- Completed and signed proof of D.C. Residency Form



# Eligibility Categories are Based on Federal Poverty Limits

## Parent Caretaker 2023 FPL

*The District covers this population with household income up to 216% of the FPL (with an additional 5% disregard)*

Category	Parent/Caretaker/Relative
Threshold in FPL	216% + 5% disregard
1 person household, monthly	\$2,685
2 person household, monthly	\$3,632
3 person household, monthly	\$4,578
4 person household, monthly	\$5,525
5 person household, monthly	\$6,472
6 person household, monthly	\$7,418
7 person household, monthly	\$8,365
8 person household, monthly	\$9,311

Figures compiled using 2023 FPL numbers distributed by the U.S. Department of Health and Human Services

## Infants and Children 2023 FPL

*The District covers this population with household income up to 319% and 216% of the FPL (with an additional 5% disregard)*

Category	Children (0-18), 319%	Children (19-20), 216%
Threshold in FPL	319% + 5% disregard*	216% + 5% disregard*
1 person household, monthly	\$3,937	\$2,685
2 person household, monthly	\$5,324	\$3,632
3 person household, monthly	\$6,712	\$4,578
4 person household, monthly	\$8,100	\$5,525
5 person household, monthly	\$9,488	\$6,472
6 person household, monthly	\$10,876	\$7,418
7 person household, monthly	\$12,263	\$8,365
8 person household, monthly	\$13,651	\$9,311

Figures compiled using 2023 FPL numbers distributed by the U.S. Department of Health and Human Services



# Eligibility Categories are Based on Federal Poverty Limits

<b>Pregnant 2023 FPL</b>	
<i>The District covers this population with household income up to 319% of the FPL (with an additional 5% disregard)</i>	
Category	Pregnant Individual
Threshold in FPL	319% + 5% disregard
2 person household, monthly	\$5,324
3 person household, monthly	\$6,712
4 person household, monthly	\$8,100
5 person household, monthly	\$9,488
6 person household, monthly	\$10,876
7 person household, monthly	\$12,263
8 person household, monthly	\$13,651
Figures compiled using 2023 FPL numbers distributed by the U.S. Department of Health and Human Services	

<b>Adults without Dependent Children (Childless Adults) 2023 FPL</b>	
<i>The District covers this population with household income up to 210% of the FPL (with an additional 5% disregard)</i>	
Category	Adults Without Dependent Children
Threshold in FPL	210% + 5% disregard*
1 person household, monthly	\$2,612
2 person household, monthly	\$3,533
3 person household, monthly	\$4,454
4 person household, monthly	\$5,375
5 person household, monthly	\$6,296
6 person household, monthly	\$7,217
7 person household, monthly	\$8,138
8 person household, monthly	\$9,059
Figures compiled using 2023 FPL numbers distributed by the U.S. Department of Health and Human Services	



# Eligibility Category QMB-Federal Poverty Limits

QMB 2023 FPL		
<i>The District covers this population with household income up to 300% of the FPL (with an additional \$20 for QMB Plus)</i>		
Category	QMB	QMB Plus
Threshold in FPL	300% + \$20	100% + \$20
1 person household, monthly	\$3,665	\$1,235
2 person household, monthly	\$4,950	\$1,663
3 person household, monthly	\$6,235	\$2,092
4 person household, monthly	\$7,520	\$2,520
5 person household, monthly	\$8,805	\$2,948
6 person household, monthly	\$10,090	\$3,377
7 person household, monthly	\$11,375	\$3,805
8 person household, monthly	\$12,660	\$4,233
Figures compiled using 2023 FPL numbers distributed by the U.S. Department of Health and Human Services (+5% income disregard)		



## Appendix C: Key Tips to Connect District Direct Accounts to Beneficiaries



- Some individuals recertifying will need to connect their account to their established case profile in District Direct.
  - Note:** This is a result of the District switching from the legacy eligibility processing system (ACEDS) during the PHE
- Primary Applicants can connect their account using their Social Security Number, Medicaid ID Number, or Person Reference Number
- A SSN is **NOT** needed to connect a newly created District Direct account to a primary applicant's case profile
  - Note:** Primary applicants in a household can use their Personal Reference Number instead of an SSN
- Please note that the name used to connect must match what is currently in the system. Names listed on notices reflect what is in the system. For example, if the name in the system is John Doe-Smith, that must be used to connect -instead of John Doe.